

To further extend the lifetime of the rugs, please read our instructions carefully:

- Vacuum your rug to remove dry soiling and maintain a fresh appearance. The most efficient method is vacuuming the front of the rug in two directions. We do not recommend using a rotating or brush head vacuum cleaner on our rugs.
- In addition to regularly vacuuming the face of your rug, every six to twelve months vacuum the back.
- Shedding of loose fibers is normal and should stop after a few months of vacuuming your rug.
- If your rug has loose threads, carefully cut with sharp scissors.
- Spillage and stains can be removed if immediate action is taken. The liquid should be absorbed by blotting with a clean white cloth.
- Avoid direct exposure to sunlight.
- Rotate your rug once a year to promote even fade.
- Do not dry clean or use harsh chemicals that can damage the rug.
Never fold your rug for storage or keep in an airtight bag.
- Professional cleaning of the rug is strongly recommended and should guarantee optimal results.
- All carpets should be washed flat using water and dried flat, it is very important to provide good ventilation during the drying process.
- Light color rugs will require more care than darker color or patterned ones.

Treating Spills

To treat a spillage please refer to the instructions below:

1. Carefully scrape as much of the spill as possible with a spoon.
2. Blot the rest of the liquid with a white cloth or non-dyed absorbent paper. Do not rub.
3. Take a clean piece of absorbent material and fold it into a thick wad. Cover the spill with this and add a heavy weight on top to help draw the liquid upward. Leave it for ten minutes.
4. If the spill has left a stain, apply lukewarm water and blot with a dry, white cloth. Repeat this step until no more stain can be removed.
5. If the stain cannot be dissolved in water, use a stain-removing agent. Follow the guidelines on the product's packaging.
6. Pretest the stain-removing agent in an inconspicuous part of the rug, the area should be the size of a postage stamp.
7. With a blotting motion, work from the edge of the stain towards the center to prevent excess spreading.
8. Rinse by applying water and using a dry cloth or sponge.
9. Once the stain has been removed, blot up moisture by applying pressure with a dry cloth.
10. Do not walk on the carpet until dry.

Important:

- Always test a stain remover.
- Never use products with chlorinated or bleaching agents.
- Use professional cleaning agents to clean stains.
- Do not over saturate stain with water.
- Do not rub the stain, only blot.
- These rugs are not machine washable.
- If spills are left untreated over time can affect the natural fibers of your rug. Some stains are difficult to remove (coffee, tea, wine) and may still be visible after treatment.
- Many stains are caused by incorrect treatment such as soap-containing cleaning agents (dishwashing detergent, soaps) that cause discoloration and at best remove the stain temporarily.

Disclaimer:

Defective or incorrect care and cleaning can lead to a number of problems, such as: discoloration, long drying times, odor, chemical residue in carpet, poor indoor climate, delamination of the carpet's backing, bulges and shrinkage.